

Bad Attitudes and Behavior Barriers

Attitude is typically represented in a person’s behavior. Attitudes and behaviors displayed in the workplace can directly affect the atmosphere and productivity within an organization. A negative work environment can drain employees of enthusiasm and this might translate into poor behavior. Managers are tasked with balancing employee morale and organizational strategic objectives. Although there are many factors that affect employee attitude and behavior, research to date implies that these are influenced to some extent by leadership style. Managers can influence an employee’s attitude and behavior by using different leadership styles and creating strong organizational environments. As it relates to difficult employees, corrective-action has been a problematic matter for managers, with many being uncomfortable with its adversarial nature. Leaders must be consistent with addressing behavioral issues by utilizing strategies that are effective and do not exacerbate the issue.

You should attend this panel discussion if you...

- Are looking for solutions in dealing with difficult people, negative attitudes and tense situations
- Need tips on how to recognize the root causes of behavior and performance problems
- Desire to leverage positive corrective-action techniques to improve behavior issues
- Wish to avoid costly grievance and legal disputes
- Want strategies to positively influence employee behavior and attitude
- Aspire to manage and eliminate unacceptable behavior and other employee performance barriers
- Take control of your toughest performance and attitude challenges, confidently and correctly

Tuesday, October 20, 2015 ♦ 1:00 p.m. – 3:00 p.m. ♦ Learning and Development Center ♦ Auditorium



Omar C. Reid
Director,
Human
Resources
Department

Omar C. Reid is the Human Resources Director for the City of Houston (COH) and is responsible for all the financial and administrative activities of the department. As the HR Director, he provides guidance and initiates policies for all COH departments. Mr. Reid’s focus and objectives in HR are to continue as a strategic partner with other departments in managing the City’s workforce of over 22,000 employees. Additional areas of responsibility are HRIS, risk management (safety and workers’ compensation), city-wide corporate training, benefits administration, finance and strategic design, employee and labor relations, salary and compensation, as well as workforce and strategic planning. Mr. Reid has initiated several major initiatives that significantly improved the services provided to the City’s workforce. Mr. Reid earned his Bachelor’s degree in Business Administration from University of Houston – Downtown and his MBA from Texas Southern University.



Donna Edmundson
City Attorney,
Legal
Department

Mayor Annise Parker selected Donna Edmundson to be the new City Attorney and, upon confirmation by City Council on January 16, 2015, Ms. Edmundson became the first woman to hold the position. She has nearly 30 years of experience with the City’s Legal Department. Ms. Edmundson has been practicing law in the City’s Legal Department since 1986. Since 2008, she has served as Chief of the department’s Neighborhood Services Section where she managed 25 attorneys and support staff who provided legal advice regarding neighborhood issues to various city departments. She has pursued legal action against the owners of dangerous buildings and works closely with the Houston Police Department (HPD) on gang, drug and vice-related matters. Prior to being named to the management position of section chief, Ms. Edmundson served as a Senior Assistant City Attorney. She has a law degree from South Texas College of Law and a B.A. from Sam Houston State University.



Patrick Walsh, P.E.
Director,
Planning and
Development
Department

Patrick Walsh is the Director of the City of Houston’s Planning and Development Department. Mr. Walsh brings 18 years of experience in community development, planning, engineering, and municipal infrastructure management to the position. He was appointed Interim Director by Mayor Annise Parker in November 2013 and confirmed by the Mayor and Council on March 12, 2014. As Director, Mr. Walsh is Houston’s top planning and development official. The position includes oversight of the City’s primary property subdivision regulatory functions and neighborhood character preservation programs, including historic preservation. He previously worked for MWH, Inc., as an environmental engineering consultant. Mr. Walsh received a Bachelor’s of Science in Civil Engineering from Carnegie Mellon University and a Master’s of Science in Civil Engineering from the University of Texas at Austin. Mr. Walsh is a native Houstonian.



Robin Curtis
Inspector
General,
Legal
Department

Robin Curtis is the Inspector General overseeing the Office of Inspector General (OIG) for the City of Houston. Among other responsibilities, OIG investigates fraud, waste, abuse, discrimination, retaliation and whistle-blower concerns. Ms. Curtis is proud to help keep integrity in City government. Before coming to the City, Ms. Curtis was an officer at Continental Airlines and United Airlines. Prior to that, Ms. Curtis worked for Baker Botts, LLP. She is a board-certified labor and employment attorney. Ms. Curtis is a “Fighting Owl” from Rice University and enjoys sports, bridge-playing, book club, and trips to the theatre with her husband, son and daughter.